CTS Advisory Council
November 2, 2011
1500 Jefferson Street
Olympia, Washington

Welcome/Introductions

Christy Ridout, Co-Chair, Consolidated Technology Services (CTS), and Grant Rodeheaver, Co-Chair, Department of Transportation (WSDOT), welcomed the participants to the CTS Advisory Council meeting and provided an overview of the agenda.

The attendees included: Mike Ricchio (CTS), Ron Seymour (DFI), Mike McVicker (ESD), Marcus Bailey (DOL), Cathy Munson (LSC), Jill Satran (OCIO), Doug Hoffer (DOC), Frank Westrum (DOH), Debbie Stewart (ECY), Lynn McGuire (DES), Vikki Smith (DOR), and Dan Mercer (CTS).

Strategic Planning Session

Christy Ridout (CTS) introduced Robert Ruhl, Patricia Petersen, and Lloyd Jordan from ProjectCorps who have been working with CTS management and staff on standing up CTS' organization.

ProjectCorps provided an overview of the strategic planning that is underway. Council members provided feedback on CTS' strengths, opportunities, weaknesses, and threats:

Strengths:

- Concerted effort engagement, transparency, and customer focus
- Strong technical staff
- Leadership and collaboration (OCIO & DES)
- Good job with providing key services
- Tighter focus on mission, service delivery
- Focus on hiring skilled staff and alignment
- State of the art facility
- Project management support is strong
- Focus on improving structure
- Feels like a partnership
- Solid core infrastructure
- Good change management processes
- Engaged community that wants to succeed

Weaknesses:

- Communications
- Cost of state of the art facilities
- Funding structure in state government

- DES/CTS/OCIO separation lacks clarity
- Nimbleness (agency/CTS) and focus
- Perception that agency can do it cheaper
- Funding at agency level does not incent enterprise thinking
- Business impacts of – all eggs in one basket
- DR and redundancy – business continuity
- Perception is reality
- Tarnished brand – needs to deliver
- Unrealistic expectations
- Early adopter financial penalty
- Salary competition in IT workforce
- Lack of detailed knowledge in new technologies - cloud
- Knowledge and experience to decide insource/outsource and technology mix

Opportunities:

- Ability to start over (re-definition)
- Dump old DIS baggage
- Build trust and respect
- Build a customer focused organization
- Revised service catalog
- Leverage have and have not agencies
- Align agency IT focus with business strategy
- Provide data to the legislature to convey message
- Business Process re-engineering
- Create IT strategy plan and roadmap with future focus
- Tell the story about IT supports the business
- Consolidation of technology

Threats:

- Legislative micromanagement
- Short term focus due to political change (14 months)
- Talent loss due to financial reductions, agencies competing for the same resources
- View IT as a commodity
- Financial unknowns to deliver on legislation
- No connection with business (strategies)
- Oversimplification of technology based on consumer platform

ProjectCorps team may attend the next Council meeting to discuss "how will we get there".

SDC Project Status Report	Dan Mercer, CTS, provided a status report on the SDC Project.
SDC Private Cloud Requirements/Agency Q&A During Workshops	Dan Mercer, CTS, provided an overview of the SDC Private Cloud Requirements and the draft Agency Q&A during the workshops. Debbie Stewart, ECY, suggested that CTS schedule time to meet with agency technical staff when the SDC Private Cloud procurement process is completed. If you have specific questions about the Q&A, email Dan Mercer.
Approve Purpose Document	Christy Ridout, CTS, provided an overview of the "minority opinion" in the Council Purpose Document. Document approval will be solicited via email.
Action Items	• The Council Purpose Document will be sent electronically to the Council members to vote. • Dan Mercer, CTS, will follow-up on a question concerning cameras in the data hall.
Next Meeting	December 7, 2011 Conference Center Room 2208 1500 Jefferson Street Olympia, WA